

PROMOTION SYSTEMS IN PUBLIC WORK ORGANISATIONS

A Case Study of the Open University of Tanzania

By

Juliet Modest Chelangwa



A Dissertation Submitted in (Partial) Fulfillment of the Requirement for the Degree of
Master of Business Administration (HRM) of the University of Dar es salaam

University of Dar es salaam

November, 2010

ABSTRACT

Several studies have shown that effectiveness in promotion system practices can be viewed when staff are aware of the promotion policy and practice through good communication between organization management and employees, stipulated promotion policy of the organization and entitled benefits. This will then lead to employee satisfaction. The purpose of this study was to assess the effectiveness of promotion system in public work of organization in Tanzania public work organization.

Data was collected from 60 respondent of the Open University of Tanzania through self administered questionnaires. Other sources of data were from documentary reviews and observations.

The findings of the study reveal that most employees are not promoted due to the fact that they do not reach the requirements for promotions as stipulated in the Open University Scheme of Service. Moreover, most of those promoted are not satisfied with the benefit acquired from the promotion. The findings were consistent even after controlling respondents' demographic facts such as sex, length of service, level of education and job position. It was also found that the absence of specific promotion policy and non practice of the available scheme of service, which include promotion policy, lack of employees' awareness on promotion practices are a result of poor communication between organization's management and employees. This, in turn, leads to ineffective promotion system practices.

It is recommended that the Open University of Tanzania should create a separate promotion policy, create promotion system awareness to its employees through communication and practicing the policy. This could accordingly focus on the benefits and rights of promotion required so as to make the promotion system more effective and satisfying.